MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2017/2018

BOB2614 – ORGANISATIONAL BEHAVIOUR

(All sections / Groups)

30 MAY 2018
2.30 p.m - 5.30 p.m
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 3 pages (*excluding* this cover page) with 4 questions only.

2. Attempt **ALL FOUR (4)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answer in the Answer Booklet provided.

QUESTION 1

a. Betty is a beauty advisor and she must put on a smile every day at work with her clients. Discuss the emotional labour exerted by Betty. Explain the significance of the emotional intelligence demanded of Betty to be successful, and describe how she applies her emotions in her job.

(10 marks)

b. According to the equity theory, what are the choices made by employees who perceive inequity at the workplace? Explain any **FOUR (4)** of the choices with example.

(8 marks)

c. In what way can a manager build organisational commitment? Indicate **TWO (2)** ways you can assure this.

(7 marks)

(Total = 25 marks)

QUESTION 2

a. ABC Company is facing a reward system problem. As a company consultant, illustrate **FOUR (4)** ways that the company can do to increase the effectiveness of financial rewards.

(12 marks)

b. There is one saying that "Teamwork divides the task and multiplies the success". However, there are challenges associated with teams. What are the **THREE (3)** challenges that are likely to be happened in teams, and what actions can you take to resolve these challenges?

(13 marks)

(Total = 25 marks)

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QUESTION 3

"I have better things to do with my time than to baby-sit with a bunch of fighting children," complains one manager. "It seems that someone is always mad at someone else, fighting with someone else, or refusing to work with him or her. What is this all about anyway?"

The scenario above is all about conflict, a normal and natural part of our workplace and personal lives. Conflict can be helpful in making necessary changes within the home or work environment. However, unresolved conflict can result in feelings of dissatisfaction, unhappiness, hopelessness, depression, and other emotions. It can result in behaviours such as physical or emotional withdrawal, resignation from jobs, dissolution of personal relations, aggression, and even violence.

Source:
Foster, M.R. (2018) *Conflict in the Workplace.* Retrieved from http://www.workplaceissues.com/ arconflict/

a. Based on the scenario above, analyse **SIX (6)** possible reasons that can lead to workplace conflicts. Give examples to describe your answer.

(18 marks)

b. A manager's power can be limited by substitutibility. What is the definition for substitutibility? How can a manager increase his/her power within the context of substitutability?

(7 marks)

(Total = 25 marks)

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QUESTION 4

How would you show your understanding of the **FOUR (4)** elements of organisational structure?

(25 marks)

(Total = 25 marks)

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